

Tech Bulletin: Phase 2 Commercial Business Migration Complete



Phase 2 Commercial Migration Complete

Phase 2 of our Commercial Business Migration has been executed!

Your Viasat Discover profile will now look a little different. If you are commercially certified you will now only see an ID in the "Single Installer ID" field and it will be marked "Yes" under the Certified for Commercial (see screenshot below). This is the ID you will use for BOTH residential and commercial work orders.

TB

Single Installer ID:
999999999

Expiration:
Perm

Certified for Residential:
Yes

Certified for Commercial:
Yes

[CHANGE PASSWORD](#)

[MY PROFILE](#)

You will now locate the work order in the Viasat Tech Tools (VTT app), use your Single ID, and activate in the VTT app for all Commercial installs, service calls, and upgrades. Moving forward you will ONLY use the Viasat Tech Tools app for service activation – install.viasat.com will not support commercial service activations.

	New Installs		Service Calls		Upgrades	
Work Order Creation Date	Phase 1	Phase 2	Phase 1	Phase 2	Phase 1	Phase 2
Work Order System Location	VTT app	VTT app	FSM Mobile app	VTT app	Upgrades unavailable during this time.	VTT app
Use ID	Single ID	Single ID	Commercial ID	Single ID		Single ID
Activation System	VTT App	VTT App	Install.exede.net	VTT App		VTT App

Self-Installing retailers should have received separate communications about new SMB sales training to learn about the service plans, add-ons, order entry in the Global Partner Portal, and more.

Have you downloaded the Viasat Tech Tools app? If not, check out our [eGuide page](#) dedicated to all things Viasat Tech Tools. This page will help you download and get started with the app so that you can continue completing Commercial Work Orders.